

# **Madison County**

## **Emergency Services Lieutenant**

**Position Grade 17**

### **Position Description:**

Assist EMS Director with administrative and operational responsibilities for the management and direction of career emergency medical services personnel and associated resources for the Madison County Department of Emergency Medical Services (EMS). In the absence of the EMS Director, the EMS Lieutenant has the authority / decision-making ability to act as the EMS Director.

### **Elements of Performance:**

- Responsible for the day-to-day operational efficiency and effectiveness of the assigned personnel. Functions as the EMS Duty Officer / Administrator.
- Ensure that the goals of the Department are well conceived, planned, implemented, and evaluated.
- Maintains relationships with the administrative and operational personnel of the Madison County Rescue Squad, Madison County Volunteer Fire Company, Madison County Sheriff's Office, and Thomas Jefferson EMS Council, Inc.
- Assists with record keeping and data analysis in order to guarantee the proper utilization of existing resources, the institution of appropriate changes, and the formulation of future goals and objectives for the department.
- Ensure that the equipment and vehicle resources of the squad and the Department are maintained.
- Performs other related duties as assigned.
- This position reports directly to the EMS Director.

### **Minimum Training and Experience:**

- 21 years of age
- High School Diploma or GED
- Virginia Paramedic Certification
- Virginia Drivers License
- Emergency Vehicle Operators Certification Class 3
- CPR, ACLS, PALS, and ITLS / PHTLS certification
- Employee must be released to operate as an ALS provider and be cleared to perform Rapid Sequence Induction (RSI) by Madison County EMS Operational Medical Director within 30 days of employment.
- Vehicle Extrication Certification
- Fire Fighter 1 (within one year)
- Hazmat Operations
- Mass Casualty Incident Training (Ex: FEMA Q157 – EMS Operations at MCI)
- Knowledge / Certification in Technical Rescue or other Specialized Rescue training
- Employee must meet minimum requirements set by Local, State, and Federal standards for the Incident Command System (ICS) and National Response Plan (NRP) listed in the National Incident Management system (NIMS). (Ex: IS – 100, 200, 700, 800)

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### **Minimum Qualifications or Standards Required To Perform Essential Job Functions**

#### **Physical Requirements:**

Must successfully complete current Madison County EMS initial employment testing and be cleared by a physician during the initial employee physical. Should be certified to drive and operate emergency vehicles to include ambulances. Ensures vehicles are properly equipped with emergency/life support equipment and supplies; maintains the ready state of equipment and supplies; and replenishes supplies as necessary. Identifies needed repairs on vehicles. Makes minor repairs when possible.

#### **Data Conception:**

Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

#### **Interpersonal Communication:**

Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions and supervision to subordinates as well as receiving assignments from supervisors and communicating and coordinating work effectively with volunteers. Is able to work well with other agencies, both volunteer and career.

#### **Language Ability**

Requires the ability to read and understand or interpret technical and procedural manuals relating to paramedic and EMS work and must be able to read and understand, or interpret reference materials, policy manuals, and operating procedures. Requires the ability to prepare legible pre-hospital care reports, records of responses, and actions taken regarding calls for assistance to include vehicle maintenance reports, time sheets, performance evaluations, work schedules, injury reports, and training records. Ability to communicate effectively both orally and in writing.

#### **Intelligence:**

Requires the ability to apply rational systems to solve practical problems and deal with a variety of variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

#### **Verbal Aptitude:**

Requires the ability to record and deliver information, to explain procedures, and to follow oral and written instruction. Must be able to communicate effectively and to remain calm when speaking with persons in distress.

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#### **Numerical Aptitude:**

Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide.

#### **Form/Spatial Aptitude:**

Requires the ability to inspect items for proper length, width, and shape.

#### **Motor Coordination:**

Requires the ability to coordinate hands and eyes rapidly and accurately in using varied paramedic, fire service, and emergency medical equipment.

#### **Manual Dexterity:**

Requires the ability to handle a variety of emergency medical, fire service, paramedic tools, supplies, and equipment. Must have considerable levels of eye/hand/foot coordination.

#### **Color Discrimination:**

Requires the ability to differentiate between colors and shades of colors.

#### **Interpersonal Temperament:**

Requires the ability to deal with people beyond giving and receiving instruction. Must be adaptable to performing under high levels of stress while responding to persons in emergency situations. Must be able to work effectively with volunteer personnel.

#### **Physical Communication:**

Requires the ability to talk and/or hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and/or radio.

### **Performance Indicators**

#### **Knowledge of Job:**

Has considerable knowledge of the procedures, practices and protocols for providing emergency medical services. Has considerable knowledge of the equipment and supplies used in providing emergency medical services. Has considerable knowledge of the appropriate treatment/services to provide to persons in emergency situations, to include basic and advanced life support services. Has general knowledge of the principles of supervision. Is able to plan and supervise the work of subordinate staff. Is able to respond to emergency calls, and provide the necessary medical care at the scene of an accident or illness, and en route to the hospital. Is able to assist with fire ground and hazardous materials response activities. Is able to maintain records of actions taken, responses to requests for assistance, and of patient conditions and responses to treatment. Is able to remain calm in emergency situations and to

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effectively communicate and direct persons at the scene of accidents/emergencies. Is able to understand and follow written and oral instructions. Is able to communicate effectively orally and in writing. Is able to establish effective working relationships as necessitated by work assignments to include working effectively with volunteer personnel. Demonstrate significant understanding of all aspects in the delivery of Emergency Medical Services including, but not limited to, administrative and operational principals, techniques, and practice. Knowledge of laws, regulations, and ordinances pertaining to emergency medical services.

#### **Quality of Work:**

Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interactions within department, and with victims/parties, co-workers and the general public. Be oriented to the prompt and efficient delivery of quality customer service and excellent patient care.

#### **Dependability:**

Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives of County policy, standards, and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human, and conceptual areas.

#### **Attendance:**

Attends work regularly and adheres to County Policies and procedures regarding absences and tardiness. Provides adequate notice to management with respect to vacation time, time-off requests, and training request.

#### **Initiative and Enthusiasm:**

Maintains an enthusiastic, self-reliant, and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

#### **Judgment:**

Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations, and alternatives before exercising judgment.

#### **Cooperation:**

Accepts supervisory instruction and direction and strives to meet the goals and objectives of the same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

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#### **Relationships with Others:**

Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Interacts effectively with fellow employees, County Administrator, EMS Director, victims/patients, professionals, and the general public.

#### **Coordination of Work:**

Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions, and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines, and events.

#### **Safety and Housekeeping:**

Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace. Workers are required to wear OSHA approved safety clothing.

#### **Organization:**

Organizes work and that of subordinated staff. Ensures that staff members know what results are expected of them and they are regularly and appropriately informed of all department matters affecting them and/or of concern to them.

#### **Leading:**

Provides a work environment which encourages clear and open communications. Have a clear and comprehensive understanding of the principles of effective leadership and how these principles are to be applied. Provides adequate feedback to staff so they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of departmental goals and objectives.

#### **Controlling:**

Provides a work environment which is orderly and controlled. Coordinates audits, controls manpower, and financial resources efficiently and effectively. Coordinates audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods, and procedures.

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#### **Delegating:**

Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job, and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

#### **Decision Making:**

Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

#### **Creativity:**

Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

#### **Human Relations:**

Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

#### **Policy Implementation:**

Has a clear and comprehensive understanding of County policies regarding the department and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

#### **Policy Formulation:**

Keeps abreast of changes in operating philosophies and policies of the County and continually reviews department policies in order to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies, practices, department morale, and performance.

#### **Approvals**

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

The information contained in this job description is not designed to be a complete inventory of the job's duties, responsibilities and qualifications. Rather, it is designed to give the general nature and level of work to be performed by employees assigned to this job title. The list of essential functions is intended to be representative of the tasks performed by an individual holding this job title, and the omission of any particular essential function shall not preclude the County from assigning duties not listed within this description.